

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of: )  
McIlwaine et al. )  
Serial No.: **Filed Concurrently Herewith** ) Art Unit: **Unassigned**  
Filing Date: **Unassigned** ) Examiner: **Unassigned**  
Title: **Method and System for Scheduled )  
Delivery of Training to Call Center )  
Agents** )

## PRELIMINARY AMENDMENT

Mail Stop Patent Application  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Please enter the following preliminary amendments as shown below.

## AMENDMENT

## In the Specification

Please add the following claim to priority at line 5 of page 1 of the application filed herewith.

I hereby certify that this correspondence is being deposited with the United States Postal Service as Express Mail with Express Mail No. EV 242821166 US addressed to: Mail Stop Patent Application, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on June 24, 2003.

Robert T. Neufeld, Reg. No. 48,394

**RELATED APPLICATION**

The present application is a continuation of and claims priority to U.S. application entitled Method and System for Scheduled Delivery of Training to Call Center Agents, filed November 16, 1999, assigned Serial Number 09/442,207.

**In the Drawings**

Please replace the original drawings with the five sheets of formal drawings submitted herewith.

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